Workshops
MONTANA STATE LIBRARY

Polson, MT - Red Lion Ridgewater & North Lake County District Library

MSL Workshops are planned & presented with funding from the Institute for Museum & Library Services

Tuesday, September 13th

6:30 – 8:30 pm North Lake County Public Library

For Library Trustees & Administrators:

Futurescaping for Library Boards – Are You Ready?
Suzanne Reymer & Jo Flick

Are you ready to choose the new library services and programs that are best for your community? How do you measure impacts? How do you manage change? This session will venture into the not-too-distant future to explore the evolving landscape of library services and programs. We'll use the Aspen Institute's *ACTION GUIDE for Re-envisioning Your Public Library* as a model to learn to:

- manage change and measure impacts
- evaluate programs and services and determine which should be supported and which ones should be reduced or discarded
- recognize your library's role in strengthening and nurturing your community.

CE: 2 library administration

Wednesday, September 14th

9 am – Noon and 1:15 – 4:30 pm *North Lake County Public Library* ALL DAY

The Fifth Element: ENGAGEMENT
Lauren McMullen & Suzanne Reymer

Your library may want to engage with community partners for a variety of reasons - such as advocacy, resource sharing, or community development. In this interactive, full day workshop you will learn how to develop community partnerships that align with your mission, build community awareness & support, and position the library as an essential community resource. Activities will include taking inventory, community mapping, strategic engagement, making connections, partnership planning, do's and don'ts, and more.

Participants will:

- develop an engagement strategy that aligns with community aspirations and library goals
- build awareness and support for the library though community relationships
- create an action plan to collaborate with at least one new community partner

(In case you're wondering about the other four elements: Education, Employment, Entrepreneurship & Empowerment: https://americanlibrariesmagazine.org/latest-links/debate-on-the-five-es-of-libraries/)

CE: 6 library administration

9 am – Noon *Red Lion Ridgewater*

Montana Shared Catalog - Cataloging Basics
Jemma Hazen & Bobbi deMontigny

Become comfortable with the procedures in place to guide good decision making when adding items to the shared catalog. Get acquainted with the fields you need to know and the materials available to help you produce great records. Participants will:

- locate pertinent information about cataloging procedures in the MSC
- create consistent quality records in the MSC

CE: 3 collection management and technical services

Mind in the Making
Sara Groves

Have you ever wondered what life skills make or break a person's ability to succeed? Published in 2010, the Mind in the Making (MITM) identified Seven Essential Life Skills that every child (and adult!) needs. Over the last six years, MITM has emerged as an effective strategy for crossing boundaries and creating strong linkages between parents, educators, health care professionals, museums and libraries to support children's learning on a community-wide basis. Attendees will be able to:

- describe the MITM model

- support the Seven Essential Life Skills to improve library services and programming

NOTE: Plan to attend the additional follow-up webinars for essential components that will extend your learning opportunities regarding the Seven Essential Skills and how to integrate each of them into your work.

CE: 3 library services to the public

Noon – 1:15 pm *Red Lion Ridgewater*

Lunch with the Montana Library Association

(MLA lunch option - $21 (includes beverage & gratuity) payable to MLA, due: 9/6) Program updates and information from your professional development association.

CE: .5 library administration

1:15 – 2:45 pm - *Red Lion Ridgewater*

Introducing the Montana Shared Catalog Curriculum: Prepackaged Resources to Help YOU teach THEM
Jemma Hazen & Bobbi deMontigny

Workflows hasn't changed much but some of the training tools have! Come for access to a newly organized curriculum. Stay and play with interactive creation of even better tools for the whole MSC. Enjoy a guided tour through each training segment and discuss ways these tools can be used to ease the transition of succession and turnover in your library.

Participants will:

- access learning tools made available by the MSC
- share training exercises with staff at your library
- collaboratively generate a list of terms to build a glossary for future training and review

CE: collection management & technical services

Nurturing a Culture of Customer Service
Pam Henley

Big Sky hospitality is renowned, but is your library as friendly and approachable as it should be? In this session, discover training available to help your staff learn to be more customer focused, improve techniques for good customer relations and explore

ways to recalibrate your library space and staff to promote better service. Bring your best experiences to share. Participants will:

- practice techniques to foster positive customer service attitudes
- create customer service plans that will evolve and adapt to future needs
- acquire resources for further staff training

CE: library services to the public

3:00 – 4:30 pm – Red Lion Ridgewater

A Tangled Web: Are Your Website & Social Media Working?
Jennifer Birnel & Jo Flick

Participants will explore how they are perceived by non-patrons who know them only by what they can see online. Using the MSC tablets and computer labs, participants will reconsider their library's website, social media, and online interaction with potential patrons. We'll review some exemplary models of ways that libraries are finding new audiences and providing and sustaining new services using the Internet. Participants will:

- implement at least one sustainable change to improve the library's presence online

CE: technology

Keeping Public Computing Safe & Secure
Stef Johnson & Colin Cote – Butte-Silverbow Public Library

From reset systems like "DeepFreeze" to network firewalls, thin client solutions, and good policies that are consistently enforced, this session will review the basics for operating public access WiFi and computer stations at your library. The staff at Butte – Silverbow Public library share their expertise and discuss practical ways to protect patron information and keep the library safe and secure. Attendees will be able to:

- identify policies that improve safety and security of WiFi and public access computers in the library
- implement systems and software to improve network and computer safety and security

CE: technology

Note: *an evaluation link to an online survey will be sent to all registered participants following the Workshops. Please plan to complete the survey within one week.*